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Closing the Loop on Comprehensive AIOps

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Abstract: Hybrid multi-cloud infrastructures present operations teams with major challenges as they attempt to keep pace with complexity and ever-rising performance and resiliency expectations. AIOps solutions are designed to address this need and, when fully implemented, can deliver many beneficial returns. But capturing the full promise of AIOps requires achieving comprehensive scope coupled with functional depth—something that few vendors in the industry can deliver. BMC recently acquired Nettleo in order to add networking scope and depth to its existing BMC Helix AIOps solution—a combination that results in a compelling answer to the challenge.

Capturing the Promise of AIOps

As the long-running saga of order versus chaos in IT operations plays out, IT teams and technology vendors alike seek advantages on the side of order. Applying AI to the processes and disciplines related to IT operations, known collectively as AIOps, has been a relatively recent and promising area of focus. Research from TechTarget's Enterprise Strategy Group has validated a wide range of benefits experienced by those deploying AIOps tooling and approaches (see Figure 1).¹

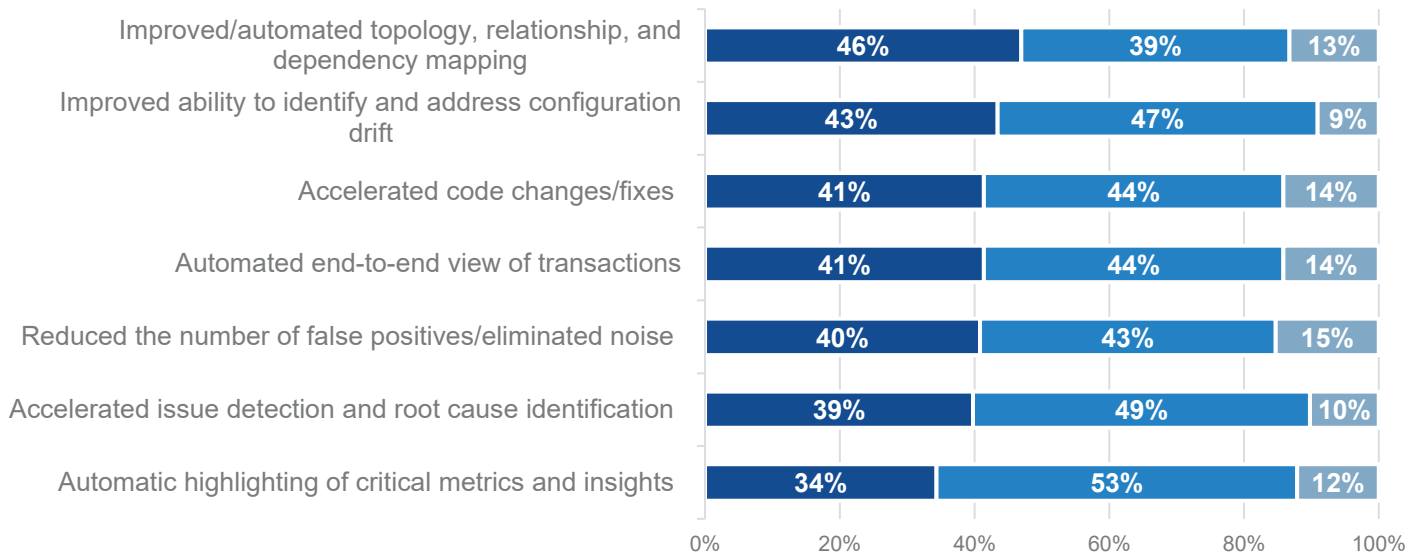
¹ Source: Enterprise Strategy Group Research Report, [Distributed Cloud Series: Observability and Demystifying AIOps](#), August 2023.

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Figure 1. AIOps Benefits

For each potential benefit of AIOps, please select the option that best describes your experience in your organization’s monitoring/observability environment. (Percent of respondents, N=160)

- We have realized this benefit of AIOps, and the results have been substantial
- We have realized this benefit of AIOps
- We have realized this benefit of AIOps, but results vary



Source: Enterprise Strategy Group, a division of TechTarget, Inc.

While many organizations enjoy these benefits, not all have had equal experiences. Take, for instance, accelerated issue detection and root cause detection, capabilities in which the forces of chaos are strong and continuing to grow as IT infrastructures and application architectures become increasingly complex. While the clear majority (88%) have seen some benefits, only 39% felt the benefit was substantial, meaning there is still a lot of room for improvement. This could be due to incomplete data sets leaving blind spots or a lack of integrated depth of insight and reach across all technology domains.

The Right Approach – Comprehensive, Integrated AIOps

For order to keep pace with chaos, it’s necessary to think broadly about how to build and optimize an AIOps architecture. Enterprise Strategy Group recommends the following steps:

1. Start by ensuring monitoring coverage across all interconnected technology domains—servers, storage, applications, and network—whether on premises or in hybrid cloud environments. Include direct end-user (or customer) endpoints and quality of experience wherever and however possible.
2. Feed monitoring data into an overarching service-oriented framework to add context and align AI-powered analytics to determine organizational impact and priority.
3. Leverage automation and orchestration to generate recommendations and apply corrective actions where possible and appropriate.

One of the domains that often gets left behind, or is under-emphasized in AIOps projects, is the network. While it is often just fine to start with servers, storage, and application components, the network is an essential binding

element that is not only critical for application and service delivery but also happens to provide an excellent viewpoint from which to triage and accelerate incident analysis and response. The challenge is to find a way to cover the network for AIOps without falling short on the full scope of network management needs.

The BMC Helix Solution for Comprehensive AIOps

When BMC sought to build and deliver a comprehensive solution for AIOps, it was able to draw from and build upon a rich heritage of infrastructure operations monitoring and IT service management (ITSM) solutions. The current BMC Helix portfolio is composed of several tightly integrated components that span IT operations and service management. The BMC Helix solution for AIOps includes BMC Helix Operations Management with AIOps, BMC Helix Discovery, and BMC Helix Continuous Optimization, as well as Netreo with Stackify APM. Collectively, these components combine to provide a broad and solid AIOps foundation that features:

- Full-scope operations monitoring and optimization for ensuring health, performance, and resilience across modern hybrid infrastructures.
- Fully integrated service management for accelerated incident resolution, combined with dynamic business impact awareness.
- The use of AI and machine learning (ML) technologies, including causal, predictive, and generative AI, together with orchestration and automation. This combination makes possible accurate, efficient analytics as well as rapid closed-loop, corrective workflows.

BMC's management solutions have had a long and proven history of successful infrastructure management, especially for systems, servers, and storage across hybrid environments, while also covering user experience monitoring. To fully address the networking monitoring and management aspects required for a comprehensive AIOps solution, BMC acquired and integrated the Netreo network observability solution.

A stalwart in the network management tools sector, Netreo was founded over 20 years ago to deliver a full scope of network monitoring and management capabilities, built by networking pros for networking pros. Netreo network observability covers full lifecycle network device monitoring and management, including discovery, configuration, validation, mapping, and operational insights via metrics, events, and application-aware flow data. Netreo's Stackify APM product goes even further, adding full-stack application performance management into the mix.

What Netreo lacked was service modeling and mature AI technology—exactly what BMC had already established. Adding the Netreo solutions into the BMC portfolio enables the full strength of BMC's causal, predictive, and generative AI technologies to fully incorporate the network viewpoint for the first time. By adding the depth of Netreo's network-facing management features and rich network monitoring viewpoint data into its existing solution suite, BMC can truly achieve comprehensive AIOps.

Conclusion

To meet the challenges of operating today's complex, hybrid infrastructures, IT teams need to seek management solutions that use the essential edge that AI and ML can bring to the table. But it's not just about the latest fancy analytics; equally or even more important is the completeness of the data set upon which AI will operate, including business and service context, as well as the depth of ability to recommend and take automated actions to respond to or prevent incidents. With a core AIOps solution via the BMC Helix solution suite, BMC has added a powerful new element in Netreo network observability, resulting in a breadth and depth that delivers on the requirements of comprehensive AIOps.

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